

Practitioner's Docket No. 1264



PATENT #2

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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of: Jones, Bryce A.

Application No.: 09/477,991

Group No.: 2772

Filed: January 5, 2000

Examiner: unknown

For: METHOD AND APPARATUS FOR PROCESSING WEB CALLS IN A WEB CALL CENTER

Assistant Commissioner for Patents
Box Non-Fee Amendments
Washington, D.C. 20231

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WITHIN THREE MONTHS OF FILING OR
BEFORE MAILING OF FIRST OFFICE ACTION (37 C.F.R. 1.97(b))

IDENTIFICATION OF TIME OF FILING THE ACCOMPANYING
INFORMATION DISCLOSURE STATEMENT

The information disclosure statement submitted herewith is being filed within three months of the filing date of the application or date of entry into the national stage of an international application or before the mailing date of a first Office action on the merits, whichever event occurs last. 37 C.F.R. 1.97(b).

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The Applicant respectfully requests that the US Patent Application references be considered in the examination of the above-identified application. In addition, the Applicant respectfully requests that the page of US Patent Application references be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

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Respectfully submitted,



SIGNATURE OF PRACTITIONER

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Substitute for form 1449A/PTO INFORMATION DISCLOSURE STATEMENT BY APPLICANT <i>(use as many sheets as necessary)</i>		Complete if Known	
		Application Number	09/477,991
		Filing Date	01/05/00
		First Named Inventor	Jones, Bryce A.
		Group Art Unit	2772
		Examiner Name	unknown
		Attorney Docket Number	1264

[illegible][illegible]

Examiner Signature		Date Considered	
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¹ Unique citation designation number. ² See attached Kinds of U.S. Patent Documents. ³ Enter Office that issued the document, by the two-letter code (WIPO Standard ST.3). ⁴ For Japanese patent documents, the indication of the year of the reign of the Emperor must precede the serial number of the patent document. ⁵ Kind of document by the appropriate symbols as indicated on the document under WIPO Standard ST. 16 if possible. ⁶ Applicant is to place a check mark here if English language Translation is attached.

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Application Number: 09/477,991
Filing Date: 01/05/00
First Named Inventor: Jones
Group Art Unit: 2772
Examiner Name: _____
Attorney Docket Number: 1264

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Sheet 1 of 1

UNPUBLISHED PATENT APPLICATION

The Applicant respectfully requests that the attached table of U.S. Patent application serial numbers be considered in the examination of the above-identified application on other than a form PTO-1449 format to avoid the serial numbers of pending applications being published on any future patents.

Examiner's Initials	Cite No.	Client	Application	Filing Date:
	AA	1143	08/800,819	02/14/1997
	AB	1173	09/063,902	04/21/1998
	AC	1209	09/093,011	06/05/1998
	AD	1220	09/112,566	07/09/1998
	AE	1262	09/324,277	06/02/1999
	AF	1202	09/301,381	04/27/1999
	AG	1271	09/300,688	04/27/1999
	AH	1272	09/300,032	04/27/1999
	AI	1273	09/299,391	04/27/1999

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Date Considered: _____